



Alivio Therapeutic Massage 600 W. 41 St. 202 A Anchorage, Alaska 99503 (907) 441-2994

## Policies & Procedures

### **Facility Policy**

Alivio Therapeutic Massage believes in maintaining an atmosphere of professionalism and respect. All staff and clients are to adhere to the same beliefs while within these walls. Any inappropriate behavior will result in the immediate end of your session.

### **Appointment Policy**

If you are unable to keep your appointment, a minimum of 24 hours notice is necessary or you will be charged for a missed appointment.

### **Billing Policy**

Payment is expected in full at time of your appointment unless you are submitting a health insurance, worker's compensation or personal injury claim. It is recommended to contact your insurance provider to check for your entitled benefits. If a claim is to be filed on your behalf, the insurance provider is expected to submit payment within 60 days. Any denial in charges from a claim will become the responsibility of the patient. Please note we are not liable for changes in your insurance provider's policy or denial of service. Payment must be remitted to Alivio Therapeutic Massage immediately if other payment arrangements have not been made.

### **HIPAA Privacy Policy**

Alivio Therapeutic adheres to the HIPAA rules and regulations while striving to maintain private patient information. The Privacy Rule protects all "individually identifiable health information" held or transmitted by a covered entity or its business associate, in any form or media, whether electronic, paper, or oral.

#### Permitted Uses and Disclosure:

We only disclose your information to approved medical and insurance personnel in order to serve your treatment, payment or health care operation needs.

Entities recognized by law may use and disclose protected health information without individual authorization as required by law

(including by OCR Privacy Rule Summary 7 Last Revised 05/03 statute, regulation, or court orders)

If you agree to this policy please sign this document. Further information regarding the HIPAA policy can be given upon request.

Effective 1/13